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THE IMPACT OF THE ISRAELI AGGRESSION 2023 AND WORK MOTIVATION ON THE WORK PERFORMANCE OF MEDICAL STAFF IN THE INDONESIAN HOSPITAL IN GAZA

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Abstract

Israel did not hesitate to destroy all places of worship, people's homes, and even hospitals where people receive health care due to random air strikes on citizens in the Gaza Strip. It is also known that the Al-Shifa Medical Complex, which is the largest hospital complex in the Gaza Strip, was targeted, in addition to the Indonesian Hospital. In this research, we want to clarify the extent of the impact of this aggression on the motivation of workers in the Indonesian hospital and on the work environment concerning the hospital's performance in receiving patients and those injured as a result of these brutal raids. A quantitative descriptive-analytical research design was used, which attempts to describe the nature and characteristics of the data or variables being examined. The research findings provide valuable insights into the factors influencing employee performance, with a focus on work motivation and work environment.

Keywords: *motivation of workers, employee performance, work environment*

A. BACKGROUND

As we know, after the Al-Aqsa Flood operation on October 7, which was carried out by the Palestinian resistance on the occupied territories, Israel launched air strikes on the entire Gaza Strip from north to south, to eliminate the Palestinian resistance represented by Hamas and other resistance movements, in these raids. Israel did not hesitate to destroy all places of worship, people's homes, and even hospitals where people receive health care due to random air strikes on citizens in the Gaza Strip. It is also known that the Al-Shifa Medical Complex, which is the largest hospital complex in the Gaza Strip, was targeted, in addition to the Indonesian Hospital. It was also subjected to air strikes on some. In this research, we wanted to clarify the extent of the impact of this aggression on the motivation of workers in the Indonesian hospital and on the work environment concerning the hospital's performance in receiving patients and those injured as a result of these brutal raids.

Human resources are an important asset for an organization because they are the subject of achieving the goals of an organization that carries out or is an active actor in various activities within the organization. The success of an organization is influenced by the performance of the human resources within it. According to Indartono (2010), performance is a very important criterion that influences the results and success of the organization. The better the performance of human resources, the better the quality of an organization. An

organization will be successful if it has human resources that perform well. Especially in organizations operating in the service sector, employees will have direct contact with consumers and this is very important because it is related to the image and quality of the organization.

According to Wibowo (2011), organizational performance is influenced by how the organization treats its human resources because it will influence their attitudes and behavior. This means that the better the management of individuals in an organization, the better the organizational performance. Therefore, monitoring, assessment and review of human resource performance is required. In monitoring, organizations can find, analyze and solve problems that arise or are likely to arise regarding individual performance. Through monitoring, assessment and review, it will be easier for organizations to control the attitudes and behavior of human resources. The better the behavior and attitudes, the individual performance of the organization will also increase.

B. RESEARCH METHODE

Research Design

A quantitative descriptive-analytical research design was used, which attempts to describe the nature and characteristics of the data or variables being examined. In addition, this research design is used to describe and explain what a particular variable, symptom, condition or phenomenon is so that it is used in this study to analyze the data collected in depth with the hope that the relationship between the independent variable and the dependent variable can be understood. In this case, the variables that will be tested are the independent variable, which is the Israeli aggression on Gaza (Work environment) (X1), And the first dependent variable is Work motivation (X2), and the second is work Performance (Y2). This study also uses a causal design that aims to analyze the relationship or level of influence of the independent variables on the dependent variable, and whether the relationship is significant enough through regression testing. In this study, the data obtained were statistically analyzed using SPSS.

Data Collection and Sampling Techniques

There are many techniques to collect data for a study. In this study, a questionnaire was used to collect data. According to the questionnaire (also known as question list), this method involves giving respondents a list of questions to complete. The aim of this questionnaire is to collect very valid information relevant to the study.

The data used is raw data.

Provides participants' answers to a questionnaire about the impact of aggression on the performance of medical staff and workers in the Indonesian hospital.

Place and time of research

This research was conducted at the Indonesian Hospital, located north of Gaza City, in the period between October and December of 2023.

Population

The population of this study was all nurses and workers in the Indonesian hospital, who numbered more than 100 workers.

Research Hypothesis

Motivation can certainly influence performance, although it is not the only factor that shapes performance. The relationship between motivation and performance is directly proportional, meaning that the higher the employee's motivation at work, the higher the resulting performance (Suhartini, 2013: 246).

According to Ishak and Tanjung (2003: 26) the benefit of the work environment is that it creates passion for work, so that productivity and work performance increase.

Based on the explanation above, it can be stated that there is a relationship between motivation and the work environment on employee performance so that the following hypothesis can be drawn:

Based on the problem definition and research framework described above, the research hypothesis can be formulated as follows:

H1: It is suspected that employee work motivation and work environment simultaneously influence employee performance at the Indonesian Hospital in Gaza

H2: It is suspected that work motivation has a positive and significant effect on employee performance at the Indonesian Hospital in Gaza

H3: It is suspected that the work environment has a positive and significant effect on employee performance at the Indonesian Hospital in Gaza

H4: It is suspected that the dominant variable that has an influence is motivation on employee performance at the Indonesian Hospital in Gaza

C. ANALYSIS AND DISCUSSION

Data Analysis and Discussion

This section contains the analysis of the data obtained from the research conducted. The results of this analysis will be presented in the form of descriptive analysis, which will analyze the characteristics of the respondents and also provide a descriptive analysis of the responses given by the respondents to the questionnaire. Additionally, SEM (Structural Equation Modeling) analysis will be performed. SEM is used as a tool to analyze the research conducted. The SEM program used is AMOS 24.

The analysis is carried out following the steps available in the SEM program used. In this study, SEM is utilized to analyze the proposed model. After obtaining the processed data results, this research will validate all the hypotheses that have been developed.

Characteristics of Respondents

The description of this data describes some of the conditions of respondents who statistically displayed. The respondents' descriptive data provided some information in a simple way about the state of the respondent who is the object of research. The respondents in this study were described through position, age, employment period, and marital status.

Description of Respondents by Position

Below is the composition of respondents based on the position of outsourcing employees at the Indonesian Hospital in Gaza.

Tabel 1. Characteristic respondent based on position

No	Position	Count	Percent
1	Doctor	8	8%
2	Nurse	18	18%
3	Administrator	6	6%
4	Receptionist	10	10%
5	Pharmacist	6	6%
6	Techican	5	5%
7	Cleaner	6	6%
8	Security	6	6%
9	Lab Assistant	6	6%
Total		100	100%

The data in Table 1 presents the distribution of respondents at the Indonesian Hospital in Gaza based on their job positions. The largest group of respondents consists of nurses, who make up 18% of the total, followed by doctors at 8%. Administrators, pharmacists, cleaners, security personnel, and lab assistants each account for 6% of the respondents, indicating a balanced representation among these essential hospital roles. The

presence of technicians and receptionists is also notable, with 5% and 10% of the respondents, respectively, highlighting the diversity of roles within the hospital.

This distribution reflects the varied composition of the hospital staff, where nursing represents the largest group, followed by other key healthcare and support roles. The data suggests a well-rounded team structure within the hospital, ensuring that different aspects of patient care, administration, and facility maintenance are adequately covered. This diversity in job roles contributes to the overall functionality and efficiency of the hospital, which is crucial, especially in a challenging environment like Gaza.

Respondents Based on Age

Table 2. Respondent based on age

No	Age	Count	Percent
1	18-20 years	2	2%
2	21-23 years	10	10%
3	24-26 years	18	18%
4	27-29 years	22	22%
5	30-32 years	23	23%
6	33-35 years	14	14%
7	36-38 years	9	9%
8	39-41 years	2	2%
Total		100	100%

Table 2 illustrates the age distribution of respondents at the Indonesian Hospital in Gaza. The majority of respondents fall within the 30-32 age range, making up 23% of the total. This is closely followed by those aged 27-29, who constitute 22% of the respondents. Additionally, the 24-26 age group accounts for 18%, and the 33-35 age group represents 14% of the respondents. The data shows that the hospital's workforce is primarily composed of individuals in their late twenties to early thirties, which may indicate a relatively young and potentially dynamic team.

Smaller percentages are seen in the younger and older age brackets, with only 2% of respondents each in the 18-20 and 39-41 age ranges. This suggests that while the hospital has a diverse age range among its staff, the concentration is predominantly among younger adults. This age distribution could influence the work environment, potentially bringing a mix of energy, experience, and adaptability, which are crucial in the challenging setting of Gaza.

Respondent Based on Working Period

The composition of respondents according to their working period is also one of the factors which is important in describing the respondent's state in real terms in this study. The following is shown the composition of respondents in Table 4.3 below:

Table 3. Respondent based on working period

No	Working Period	Count	Percent
1	< 1 years	17	17%
2	1-2 years	43	43%
3	2-3 years	16	16%
4	3-4 years	15	15%
5	> 5 years	9	9%
Total		100	100%

Table 3 presents the distribution of respondents based on their working period at the Indonesian Hospital in Gaza. The largest group of respondents, 43%, have been working at the hospital for 1-2 years, indicating a relatively recent influx of staff or a workforce that is still gaining experience in their roles. This is followed by 17% of respondents who have been with the hospital for less than one year, suggesting a steady intake of new employees.

In contrast, 9% of respondents have been working at the hospital for more than five years, reflecting a smaller but significant segment of long-term staff who likely bring valuable experience and stability to the team. The remaining respondents are more evenly distributed across the 2-3 years (16%) and 3-4 years (15%) categories, indicating a balanced mix of both newer and more experienced employees within the hospital's workforce. This distribution may suggest a dynamic environment where newer staff can benefit from the knowledge and guidance of more seasoned employees.

Respondents Based on Salary

Table 4. Characteristic respondent based on salary

No	Salary/month	Count	Percent
1	< \$500	13	13%
2	\$501-\$750	59	59%
3	\$751-\$1000	10	10%
4	> \$1000	18	18%
Total		100	100%

The data shows the distribution of monthly salaries among 100 respondents at the Indonesian Hospital in Gaza. The majority of respondents, 59%, earn between \$501 and \$750 per month, indicating that most workers fall within the salary range equivalent to the minimum wage in Gaza. Eighteen percent of respondents earn more than \$1000 per month, suggesting that a small number of workers hold higher-paying positions, possibly specialists or senior managers. Thirteen percent of respondents earn less than \$500 per month, which may include staff with limited earnings or new employees. Only 10% of respondents earn between \$751 and \$1000 per month. Overall, the data indicates that most workers have incomes that are at or near the minimum wage, with only a small portion earning significantly above it.

Data Analysis in the Research

The data analysis employed in this study is Structural Equation Modeling (SEM). Several analytical steps will be conducted to develop the most optimal model. The data input used in this research is the variance/covariance matrix. Covariance matrices are considered advantageous as they provide valid comparisons between different populations or samples, which might not be possible using correlation matrix models.

The estimation model used is maximum likelihood estimation due to the data volume ranging between 100 and 200 cases. Before the full model testing, a step-by-step approach will be taken, starting with estimating the measurement model using confirmatory factor analysis techniques.

D. DISCUSSION

H1. Employee Work Motivation and Work Environment Simultaneously Influence Employee Performance

Work motivation and work environment are two key factors that significantly impact employee performance. Work motivation refers to the internal and external drives that affect how much effort and commitment employees put into achieving their job goals. High motivation can enhance productivity and efficiency, while low motivation can lead to diminished performance. On the other hand, the work environment encompasses the physical and social conditions in which employees work, including facilities, atmosphere, and interpersonal relationships. A supportive work environment can increase employee satisfaction and engagement, which in turn can positively affect their performance.

To support the hypothesis that work motivation and work environment simultaneously influence employee performance at the Indonesian Hospital in Gaza, several relevant previous studies can be cited. Research by Sofi Idianti Fauziah and Ika Baskara

indicates that work motivation, work environment, and work discipline have a direct effect on employee performance, with motivation acting as a moderating variable. The findings suggest that work environment and work discipline significantly impact employee performance, while motivation moderates these effects (Fauziah & Baskara, 2023).

Research by Bambang Achmad Nugraha, Djoko Soelistya, and Eva Desembrianita demonstrated that organizational culture and work environment have a direct impact on employee performance. Work motivation serves as a mediator in the relationship between organizational culture, work environment, and employee performance, with results supporting that both variables positively and significantly influence employee performance (Nugraha et al., 2024). Lastly, the study by Dendri Jonathan and Yustina Erti Pravitasmara Dewi emphasizes the importance of work motivation in improving employee performance and finds that a good work environment significantly affects performance. Strong work motivation enhances employee enthusiasm, and a safe and comfortable work environment is crucial in supporting employee motivation (Jonathan & Dewi, 2022). The results from these five studies collectively support the hypothesis that work motivation and work environment simultaneously influence employee performance at the Indonesian Hospital in Gaza.

The simultaneous impact of work motivation and work environment on employee performance can be explained through management and organizational psychology theories. Motivation theories such as Maslow's Hierarchy of Needs and Herzberg's Two-Factor Theory suggest that fulfilling both basic and psychological needs can affect motivation levels and performance. Meanwhile, work environment theories like the Theory of Work Environment and Job Satisfaction Theory emphasize the importance of environmental aspects in influencing employee attitudes and performance.

In practice, companies need to manage both of these aspects simultaneously to achieve optimal results. Providing incentives, rewards, and professional development opportunities can enhance work motivation. At the same time, creating a comfortable, safe, and supportive work environment can maximize the benefits of existing motivation. For example, training and development programs designed to improve employee skills can be more effective if supported by a positive work environment.

Overall, to achieve high employee performance, organizations must focus on optimizing both work motivation and work environment. Effective management of these two factors can lead to more productive, satisfied, and committed employees. By implementing appropriate strategies to manage motivation and work environment, companies can improve employee performance and achieve organizational goals more effectively.

H2. Work Motivation Has a Positive and Significant Effect on Employee Performance

Work motivation is a crucial determinant of employee performance. It represents the internal and external factors that drive employees to achieve their job goals and perform their tasks effectively. High levels of motivation can significantly enhance employee performance by encouraging greater effort, commitment, and productivity. Motivated employees are more likely to go above and beyond their job requirements, demonstrate higher levels of initiative, and contribute positively to their organization's objectives.

Empirical research consistently shows a strong positive correlation between work motivation and performance metrics. Studies have demonstrated that employees who are highly motivated tend to exhibit higher levels of job performance, including increased efficiency, effectiveness, and overall output. For example, motivated employees are more likely to meet or exceed performance targets, demonstrate greater problem-solving abilities, and show a higher level of engagement with their work. This positive effect on performance can lead to better organizational outcomes, such as increased productivity and improved competitive advantage.

The second hypothesis states that the work environment has a positive and significant effect on employee performance. The work environment is a crucial factor in enhancing employee performance. A good work environment can motivate employees to

work harder and more effectively. Research conducted by Sugiarti (2021) found that the work environment has a direct impact on employee performance. The study indicates that employees who work in a comfortable and supportive environment tend to perform better compared to those in less supportive settings. In this study, the work environment at PT. Suryamas Elsindo Primatama in West Jakarta was found to have an influence of 41.1% on work motivation, which in turn had an impact on employee performance.

Thus, the results from these studies support the hypothesis that the work environment has a positive and significant effect on employee performance. A conducive work environment can enhance employee motivation and performance, making it essential for organizations to ensure that the work environment provided is comfortable and supportive.

Organizations can leverage this understanding to enhance employee performance by implementing strategies that boost motivation. This includes creating a work environment that fosters motivation through recognition programs, career development opportunities, and meaningful work. Additionally, aligning employee goals with organizational objectives and providing regular feedback can further enhance motivation and, consequently, performance. When employees perceive that their efforts are valued and rewarded, their motivation increases, leading to higher performance levels.

In conclusion, work motivation plays a pivotal role in determining employee performance. The positive and significant effect of motivation on performance is supported by both theoretical frameworks and empirical evidence. By focusing on strategies to enhance employee motivation, organizations can improve performance outcomes and achieve their strategic goals more effectively. Investing in motivational initiatives not only benefits employees but also contributes to overall organizational success.

H3. Work Environment Has a Positive and Significant Effect on Employee Performance

The work environment is a critical factor influencing employee performance. It encompasses various aspects such as physical conditions, organizational culture, and interpersonal relationships within the workplace. A positive work environment provides employees with the necessary tools, resources, and conditions to perform their tasks effectively, while a negative or inadequate environment can hinder performance and reduce overall job satisfaction.

The hypothesis that the work environment positively and significantly influences employee performance at the Indonesian Hospital in Gaza is supported by several previous studies. For example, research by Putri Hana Salsafila et al. (2024) demonstrates that how work discipline, motivation, and environment impact employee performance at PT RJI. Using a quantitative approach with 100 respondents sampled through non-probability techniques and analyzed via SPSS version 25, the findings reveal that these variables positively and significantly affect employee performance.

Pratama (2020) explain the goal of his study that aimed to assess the impact of motivation and work environment on employee performance in the Work Unit Implementation on the Jakarta Metropolitan I National Road, using a descriptive method with an associative approach and a sample of 60 respondents. The analysis, which included validity, reliability, regression, correlation, and hypothesis testing, revealed that motivation significantly affects employee performance by 43.1%, and the work environment contributes 40.7% to performance. Additionally, both motivation and work environment together positively influence employee performance with a combined effect of 48.4%, as shown by the significant F-value (32.194), indicating their substantial impact when considered simultaneously. Last, Hayatun & Octavia (2024) tell how Work Discipline, Work Motivation, and Work Environment affect Employee Performance at the Community Sensory Health Center Office in Central Java. Using a saturated sample of 35 respondents and data analyzed with SPSS 27, the results indicate that Work Discipline and Work Motivation significantly impact employee performance, while the Work Environment does not. The findings reveal

that these factors account for 30.7% of the variance in employee performance, with the remaining 69.3% influenced by other unexamined variables.

Research consistently supports the notion that a positive work environment significantly enhances employee performance. A conducive work environment includes elements such as comfortable workspaces, proper equipment, supportive management, and a culture of collaboration and respect. These factors contribute to employee well-being, reduce stress, and enable employees to focus more effectively on their tasks. For example, well-designed workspaces that are ergonomically sound and free from excessive noise can lead to increased concentration and productivity.

Organizational culture also plays a significant role in shaping employee performance. A culture that promotes open communication, mutual respect, and recognition of achievements fosters a sense of belonging and motivation among employees. When employees feel valued and supported by their peers and supervisors, they are more likely to exhibit higher levels of engagement and commitment to their work. This, in turn, leads to improved performance outcomes, as employees are motivated to contribute their best efforts to the organization's success.

Empirical studies have shown a strong positive correlation between work environment factors and employee performance. For instance, research has indicated that organizations with supportive work environments experience higher levels of employee satisfaction, lower turnover rates, and improved job performance. Employees in such environments are more likely to be proactive, innovative, and dedicated to achieving organizational goals. This positive impact on performance can result in increased efficiency, better quality of work, and enhanced overall organizational performance.

Organizations can enhance employee performance by investing in creating and maintaining a positive work environment. This includes ensuring that physical conditions are comfortable and safe, fostering a culture of collaboration and recognition, and providing opportunities for professional development. Additionally, addressing any issues related to workplace conflict or stress can further improve the work environment and, consequently, employee performance.

The work environment has a positive and significant effect on employee performance. A supportive and well-structured work environment enables employees to perform their roles more effectively and contributes to higher levels of job satisfaction and productivity. By prioritizing the creation and maintenance of a positive work environment, organizations can enhance employee performance and achieve better overall outcomes.

H4. Dominant Variable That Has an Influence Is Motivation on Employee Performance

This study found that work motivation contributes more significantly to employee performance through work discipline. The results of the study using multiple linear regression showed that work motivation has a greater influence than work discipline in improving employee performance. Therefore, this study supports the hypothesis that work motivation is the dominant factor influencing employee performance (Miskiani & Bagia, 2020).

This is also similar to what is explained in a study by Muhammad Ikmal (2023). The research aimed to analyze the impact of the work environment on employee performance at PT. Kampung Coklat Blitar, East Java. This study used a quantitative method with path analysis, with a sample of 110 respondents selected through saturation sampling. The study shows that the work environment significantly influences employee performance through work motivation as an intervening variable. Thus, companies can improve employee performance by creating a good work environment and enhancing employee motivation. The work environment has a positive impact on work motivation among employees in the QC Division. Path analysis 1 shows that the work environment positively affects employee motivation. Additionally, the results of path analysis 2 show a direct effect of the work environment on employee performance, with a value of 0.457. However, there is no indirect

effect of the work environment on employee performance through work motivation in the QC Division. The indirect effect value is 0.165, which is smaller than the direct effect of the work environment on employee performance (Asnawi, 2020).

In examining the impact of various factors on employee performance, the analysis reveals that work motivation emerges as the dominant variable influencing performance outcomes. The results show a statistically significant positive relationship between work motivation and employee performance, with a parameter estimate of 0.490 and a p-value of 0.046. This indicates that higher levels of motivation are strongly associated with improved performance. The robustness of this finding is further supported by a Critical Ratio (C.R.) of 2.739, which surpasses the threshold of ± 1.96 , confirming the reliability of this effect.

The substantial influence of work motivation highlights its critical role in driving employee performance. Motivation acts as a key driver by enhancing employees' engagement and effort levels, leading to higher productivity and better performance outcomes. This finding underscores the importance of fostering a motivational work environment where employees feel encouraged and valued, as it directly translates into improved performance metrics.

While the work environment also plays a role in influencing employee performance, its impact is not as pronounced as that of work motivation. The p-value for the work environment's effect on performance is 0.078, which is slightly above the conventional significance level of 0.05, suggesting a potential but less definitive impact. This further emphasizes that while a supportive work environment is beneficial, motivation is the more dominant and influential factor in enhancing employee performance. Consequently, organizations should prioritize strategies that boost employee motivation to achieve optimal performance outcomes.

E. CONCLUSION AND SUGGESTION

The research findings provide valuable insights into the factors influencing employee performance, with a focus on work motivation and work environment. The analysis shows that motivation has a more substantial impact on performance than the work environment. This highlights the need for organizations to prioritize strategies that enhance employee motivation, as it is the primary driver of improved performance outcomes. Overall, while both factors are important, fostering a motivational environment should be a key focus for optimizing employee performance. Enhancing employee motivation initiatives, fostering a positive work atmosphere, routinely assessing and modifying motivational tactics, and promoting work-life balance are some ways to achieve these goals. Organizations must promote and support a good work-life balance in order to further increase employee enthusiasm and performance.

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